

METHOD AND SYSTEM FOR DELIVERY OF INDIVIDUALIZED TRAINING TO CALL CENTER AGENTS

ABSTRACT OF THE DISCLOSURE

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The tailored assignment and delivery of training or other information to an agent in a call center or other constituent contact environment. Agent interactions are recorded by a quality monitoring component of the call center to produce an agent performance record.

10 The agent performance record is scored against predetermined performance criteria to produce an agent score. Training materials are assigned to agents based on the agent score in skill areas corresponding to the subject matter of the particular training materials. The agent score is coded and the training materials are categorized according to the
15 associated subject matter. If an agent score is below a predetermined threshold, then a database record is populated with the agent score and a training material identifier. The database may then be polled to determine whether the agent needs the training materials to address the associated subject matter. The assigned training materials can then be delivered to
20 the agent over the communications network.

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